



ALL MCO Response: Electronic Visit Verification - Tablets Distribution Issues

The Centennial Care MCOs met with our tablet vendor Mobility Exchange on August 18, 2016 to discuss a number of issues related to the EVV tablet distribution and functionality. Over the past few days, each MCO has received inquiries from providers regarding the tablets. The majority of those inquiries involved the following:

- Tablet orders not being fulfilled timely
- Tablets delivered to agencies not functioning correctly
- Tablets delivered to agencies not configured correctly which allowed for full tablet use

Mobility Exchange was very transparent during this discussion and admitted they had encountered a number of unexpected issues related to the deployment of tablets including lack of tablet inventory. Beginning the week of August 22, Mobility Exchange, in collaboration with Verizon Wireless has committed to opening a temporary distribution center in Albuquerque. This facility will be open for 2 – 4 weeks depending on need and will allow for the following:

- Expedite timing of delivery for devices
- On-site/in state trouble shooting
- Personal interaction with providers and their teams
- Distribution of cases upon arrival
- Meeting MCO mandated deadlines and compliance

In addition, Mobility Exchange will also report to each MCO the status of tablet orders on a weekly basis. However despite these efforts the MCOs believe there is still a considerable risk that all of the tablets ordered will not be delivered to providers in time. Mobility Exchange has committed to the MCOs that all tablet orders will be delivered no later than September 6, 2016. Based on this new information, the MCOs would like to respectfully request that HSD delay the full EVV implementation date to October 1 through 9, 2016; meaning providers would need to fully transition to EVV on the first day of their new payroll cycle between October 1 and October 9. This will allow time for the providers to receive the tablets, orient the caregivers to the use of the tablet and deploy.

The MCOs are committed to resolving the concerns of providers and addressing any issues that may arise. Please do not hesitate to contact any of the MCOs with any questions or concerns.

Thank you.